

**PATIENT
INFORMATION LEAFLET**

**NEWBRIDGE GUIDE TO
PRESCRIPTION SERVICES**

PRODUCED IN CONJUNCTION WITH



MEDICATION REQUESTS AND REPEAT PRESCRIPTIONS

Medication requests should be submitted **in writing** and may be:

- **Sent by post or delivered by hand.** If you would like your prescription posted to you, please enclose a stamped addressed envelope.
- **Faxed** to 01225 447776
- **Emailed** to BSCCG.newbridge@nhs.net
- **Requested online through SystemOnline** (see below).

A **minimum** of two working days should be allowed for **all** prescription requests.

Medication requests can NOT be accepted by telephone.

REPEAT EPS PRESCRIPTIONS *See end

If you are using the EPS system, simply make the request at your nominated pharmacy.

REPEAT PAPER PRESCRIPTIONS

For regular medications just tear off the back of your prescription, and place in the request box at reception

PLEASE NOTE:

- If you request your repeat prescription too soon **before the due date** it may not be issued.
- If you are due for a **medication review** with your GP, your repeat prescription may be suspended. In this case, call the surgery for appropriate instructions.

ONLINE SERVICES – SystmOnline.

Our online service **SystmOnline** allows you to order repeat prescriptions.

On SystmOnline you can view your repeat prescription list and select the items you require. The request can go directly to your previously nominated pharmacy (via EPS). Non-repeat medication can be requested in the comment box, but may take longer to process.

HOW TO APPLY FOR SystmOnline SERVICES:

1. Register at the surgery and collect your log-in details. You will need to show photo ID (e.g. driving licence or passport).
2. Please wait four hours after receiving your log-in details. You will then be able to access the system.
3. Parents can link the records of children under 16 to their own account to order medication on their behalf. Young adults aged 16 or over will need to register themselves.

ELECTRONIC PRESCRIPTION SERVICE (EPS) *

Instead of giving you a paper prescription, your GP now sends your prescription electronically to the pharmacy most convenient for you.

Changing your nominated pharmacy

Simply contact your chosen pharmacy and ask them to add your **nomination**. You can change or cancel your nomination any time, but you should inform the pharmacist or GP before doing so.

Using EPS is not mandatory and you can revert to paper prescriptions at any time.

However we recommend using EPS as it is a more efficient, safe and convenient method than the traditional paper prescription system.

You do not need a computer to use EPS!

Your pharmacy or the surgery can give you more information, or you can visit the website www.hscic.gov.uk/epspatients

**BE SURE TO ORDER YOUR REPEAT PRESCRIPTION WHILE YOU
STILL HAVE AT LEAST THREE DAYS' SUPPLY AVAILABLE.**

DON'T LEAVE IT TOO LATE!

**LATE REQUESTS PUT YOU AT RISK AND WASTE PRECIOUS
SURGERY TIME**



This leaflet was produced in conjunction with the **Newbridge Patient Participation Group**.

If you would like to become a member of the group and contribute to further projects and help guide practice policy please contact us on the email below

BSCCG.newbridge@nhs.net

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